



**Division of Insurance**

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**FOR IMMEDIATE RELEASE**

Contact: Marianne Goodland, Public Information Officer,  
Colorado Division of Insurance, 303.894.2261  
Cory Everett-Lozano, DORA Interim Public Information Officer, 303.894.2913

## **Division of Insurance Recovers More than \$12.5 Million for Consumers**

**Denver** – The Colorado Division of Insurance helped consumers collect more than \$12.5 million in recovered insurance benefits in 2011-12, according to the annual complaint report. That's up from \$11.7 million in the previous fiscal year.

"Assisting consumers and helping to resolve issues they have with their insurance company are some of our most important responsibilities," said Commissioner of Insurance Jim Riesberg.

The Division recently published its annual analysis of the consumer complaints it received last fiscal year (July, 2011 to June, 2012). The report covers the most common insurance areas for consumers: annuities, auto, health, homeowners/renters, liability, life, and title insurance. Overall, the Division of Insurance Consumer Affairs staff handled more than 4,000 complaints in FY 2011-12.

The \$12.5 million returned to consumers came in the form of additional claims payments, overturned denials of benefits, reinstatements of coverage, and cancellation of insurance policies with the return of consumers' money. These recoveries for individual consumers are in addition to the Division's review of health insurance premium rates, and restitution and recoveries ordered through investigation and examination of companies and producers (agents or brokers).

Auto insurance continues to be the number one area for complaints handled by the Division of Insurance in FY 2011-12, with 50 percent. Issues with health insurance represented another 20 percent of the complaints, and homeowners' insurance drew 17.6 percent of the complaints.

Under the Division's complaint process, complaints must be filed in writing, which can be done through the Division's website ([askdora.colorado.gov](http://askdora.colorado.gov)), faxed, or mailed. Once filed, each complaint is researched by the Consumer Affairs staff and the company is contacted for a response. Errors made by insurance companies may result in refunds, restoration of benefits, or, in some cases, a change in the way the insurer does business. To read the report, go to [askdora.colorado.gov](http://askdora.colorado.gov) and click on "Division of Insurance" and then on the "What's New" link.

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*The **Colorado Division of Insurance** regulates the insurance industry and assists consumers and other stakeholders with insurance issues.*

***DORA** is dedicated to preserving the integrity of the marketplace and is committed to promoting a fair and competitive business environment in Colorado.  
Consumer protection is our mission.*